

What Does Satisfaction Mean to You?

The America Heritage Dictionary defines satisfaction as, “The fulfillment or gratification of a desire, need, or appetite.” You may recall being asked at one time or another during your treatment at your local Community Mental Health (CMH) Agency:

- Overall, are you satisfied with your experience at community mental health? Or,
- Are your cultural/ethnic values respected? Or,
- Are the services you receive based on *your* needs and desires? Or,

any number of other questions that will tell us if your experience at CMH is satisfactory to you.

It is important to NorthCare and to your local CMH that you are satisfied with how you are treated by CMH employees, that you are happy with the services provided to you, and the outcome of those services. We here NorthCare like to think of satisfaction as, “Meeting or exceeding YOUR expectations.”

Even though we like to hear about doing well, we also want to encourage you to tell us when you are not happy. It is with your input that we can be sure CMH services benefit all community members who may experience a mental illness, developmental disability, and/or substance abuse problem.

Survey Results from FY08

Each year your local Community Mental Health (CMH) Agency distributes a Satisfaction Survey to most of the people they have provided services to during a 12 month period. Not only does each CMH assess the level of satisfaction among the people they serve, they also use the valuable comments made by you on these surveys to make improvements.

Survey results are sent on to NorthCare where we compile the ratings for each CMH and assess how satisfied consumers are across the Upper Peninsula. NorthCare also ensures each CMH has a process in place to follow-up on any comments to ensure your suggestions and comments are being considered.

During fiscal year 2008 95% of all responders were overall satisfied. A comparison between fiscal year 2006, 2007 and 2008 for each questions is shown in the graph below. As you can see, the level of satisfaction has increased from 2006 for 9 of the 10 questions.

Out of 3,528 surveys distributed, 842 were completed and returned. While we are pleased with this 24% rate of return, we continue to encourage you all to complete and return a survey. Your suggestions and comments are important to us.

- #1-Appointments are scheduled at times that work best for me.
- #2-I am informed of my rights.
- #3-I feel better because of the services received.
- #4-I know what to do if I have a concern or complaint.
- #5-Staff are sensitive to my cultural/ethnic background.
- #6-I was able to get the type of services I needed.
- #7-My wishes about who is and who is not given information about my treatment are respected.
- #8-My wishes about who is and who is not involved in my treatment are respected.
- #9-I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- #10-I would recommend these services to a friend or relative.